

Minutes for Public Health Information Technology Committee April 25, 2001 in Kent - DOH

In Attendance: Gary Schricker – DOH, Sherri McDonald – Thurston County HD, Torney Smith – Spokane County HD, Greg Stern – Whatcom County HD, Julie Alessio – DOH, Joan Brewster – DOH, Greg Smith – DOH, Kathy Carson – Seattle & King County HD, Greg Story – Whatcom County HD, John Kobayashi – DOH, Carol Villers – Northeast Tri-County HD

Not in Attendance: Melanie Dalton – Bremerton-Kitsap County HD Mark Oberle – UW, Patrick O’Carroll – UW, Bryant Thomas Karras – UW, Marie Flake – DOH, Patty Schwendeman – Seattle & King County HD, Amy Culp – DOH, Greg Story – Chelan-Douglas Health District

1. Introductions/ Business Plan Update – Gary Schricker/Sherri McDonald

The draft Business plan was presented and undergoing modifications. The Draft PHIT web page design and content was presented. The draft Web page will be sent to PHIT members for comments.

2. Public Health Systems (IRM Model) – Bill Campbell

Bill facilitated a planning process with the PHIT Steering Committee. This engagement is being called the Visioning Project. The goal is to figure out how the LHJs, working collaboratively and with DOH, might take advantage of information technology to improve how they do their business.

The Committee approached this project from a business perspective and took a look at business processes to assess what we would like to do better, faster, cheaper. The next step will be to figure out how information technology might be used to achieve those objectives. The Visioning Project will unfold in three stages:

- Stage 1: Reach agreement on a prioritized list of business processes where there is room for measurable improvement
- Stage 2: Envision how we might use information technology to make these improvements happen
- Stage 3: Outline the steps we should take to make this vision a reality

Wednesday's meeting focused on Stage 1 of the process.

Over the course of the meeting, the committee worked as a team to a) develop a list of business processes, the next set of meetings will focus on, b) prioritizing that list in terms of the importance of the measurable improvements that we would like to achieve, and c) determine what we need to do to get "buy-in" for that list. The committee drafted a list of business processes that are being evaluated. Bill's assignment is attached.

3. **Washington Electronic Disease Surveillance System (WEDSS)**

Project Update – Greg Smith

Due to limited time the WEDSS presentation was not given and deferred to the next meeting.

4. **EPI QMS vs. Vista– Greg Smith**

This assignment was not completed in time for the meeting and will be deferred to the next meeting.

The next Committee meeting will be held on July 25, 2001

Bill Campbell's Assignment:

I appreciated the energy that everyone brought to yesterday's discussion. It is clear to me that this initiative is important to each of you. Thank you for your willingness to continue the business process through homework assignments.

1. Managing Individual Entity Encounters – Carol & Gary
2. Billing/Receivables – Torney & Joan
3. Accounts Payable – Sherri & Torney
4. Payroll & Employee Benefits – Carol & Deb
5. Grants & Contracts – Joan & Gary
6. Managing Group & Community Activities – Kathy & Julie
7. Managing Information Requests – Mary Ann & Julie
8. Service Documentation – Kathy, Jac
9. Business Policies & Procedures – Deb, Greg Stern
10. Public Policy – Greg Smith, Sherri
11. Public Health Incident Response – Greg Smith, Greg Stern
12. Outcome Measurement – Jac, Torney
13. Resource Management – Mary Ann & John

Attached are specific instructions and templates. Feel free to run your ideas by others in the group as you flesh out your processes. **Please email me completed templates by close of business on next Friday, May 4th.** I will integrate everyone's work into a single document and get it out to you during the week of May 14th. We will schedule a meeting/video conference for the week of May 21st.

The objectives of the meeting will be:

- Refine the process descriptions. Agree on ratings and improvement areas.
- Determine who else needs to "buy into" this prioritized list and how we might go about it. (Please give some thought to this before the meeting. Feel free to email me your ideas.)

Instructions

For each business-work process:

- 1. Define the Process.** The objective here is to set scope and boundaries at a level of detail that will prevent confusion as to what's in it and what's not.
 - *Give the process a name.* You can keep the current name or change it. Since processes are active things, I would recommend starting each process name with a verb. For example, Managing Individual Entity Encounters starts with a verb.
 - *Define the start of the process.* This should be a specific type of event, or situation.
 - *Define the end of the process.* This should be a specific type of event, or situation
 - *Define specific activities that are included in the process*
 - *Include any comments you need.* These may specify what's not in the process
- 2. Rate the Process.** For each of the eight categories, indicate whether the room for improvement is High, Medium or Low.
- 3. Identify Measurable Improvements.** For every category that you rated as Medium or High, describe the type of measurable improvement that you would like to achieve along with the level of improvement.
- 4. Assess Environmental Conditions** – Indicate any conditions, of which you are aware, that would make it easier or harder to achieve the improvements that you identified. Be as specific as possible about the condition and it's impact. If there are no conditions that would impact progress one way or another, leave it blank.

Categories of Measurable Improvement:

The question to be answered is “How much room is there for measurable improvement in [this specific area -- see below] if something is done to speed up, streamline, integrate or otherwise change the business process? The response is High, Medium, Low along with specific descriptive information if the response is High or Medium.

1. Quality of Public Health: To what extent could the health of the population be improved? If high or medium, list the quality measure(s) that you would use and the level of change you anticipate.
2. Customer Satisfaction: To what extent will customer satisfaction be increased? If high or medium, identify the customer (patient, employee, Board of Health, etc.), the measure of satisfaction that you would use, and the level of change do you anticipate.
3. Compliance with Regulation or Mandate: To what extent are we not compliant with a current or likely Federal or State regulation or mandate? If high or medium, what regulation or mandate?
4. Staff Productivity: To what extent could staff be reduced or could existing staff handle an increased volume of work? If high or medium, what staff & what work could be reduced/added and how much?
5. Financial Position: To what extent could revenues be increased, cash flow accelerated and/or non-staffing costs be decreased? If high or medium, describe improvement and the level of change do you anticipate.
6. Information Timeliness: To what extent could information be made available quicker to someone(s) that is waiting for that information? If high or medium, what information, to whom, how much faster?
7. Information Quality: To what extent could the completeness and accuracy of information that is capture be improved? If high or medium, what information, where captured, what improvement?
8. Leverage: To what extent could this process be improved by changes to an “upstream” process or could changes to this process improve a “downstream” process? If high or medium, what process and what information?

Define the Business-Work Process:

Process Name	Begins When . . .	Ends When . . .	Includes

Rate Business-Work Process:

BUSINESS PROCESS	Room for Measurable Improvement (High, Medium, Low)					
	Quality of Public Health	Customer Satisfaction	Compliance with Reg.	Staff Productivity	Financial Position	Information Timeliness

Identify Measurable Improvements and Environmental Conditions:

Category	Process:	Process:
Quality of Public Health		
Customer Satisfaction		
Compliance with Reg.		
Staff Productivity		
Financial Position		
Information Timeliness		
Information Quality		
Leverage		
Environmental Condition and Impact		